



September 23, 2011

JOB OPPORTUNITY

If it's a challenging position you're looking for,
we have the ideal job for you.

CLASSIFICATION: *LIBRARY TECHNICAL ASSISTANT I*

TENURE/TIME BASE: *PERMANENT/FULL TIME*

BUREAU/SECTION: *SLS/BRAILLE AND TALKING BOOK LIBRARY*

SALARY: *\$2771-\$3369 (Salary will be adjusted accordingly to comply with the PERSONAL LEAVE PROGRAM 2010)*

SUMMARY: Under the direct supervision of the Supervising Library Technical Assistant II, Reader Advisory Services, the incumbent provides reader advisory services for patrons of the Braille and Talking Book Library.

DUTIES:

- Manages patron accounts assigned alphabetically.
- Issues books and machines using the Keystone Library Automation System (KLAS) to fill patron requests.
- Maintains patron accounts by adding, changing, and deleting information as needed.
- Advises patrons on materials selection regarding genres, authors, subject areas, and other reading preferences using KLAS and/or the NLS web site.
- Tailors accounts to meet specific patron needs by entering patron book requests, subject and author preferences, service types, etc. into the KLAS system.
- Analyzes and resolves patron service problems. Refers any problems that cannot be resolved to the Supervisor.
- Analyzes and resolves basic analog and digital equipment problems. Refers any problems that cannot be resolved to the Machine Service Department.
- Assists patrons with troubleshooting for Braille and Audio Reading Download (BARD) website operations.
- Refers patrons to appropriate staff for registration and magazine service.
- Reviews inquiries submitted via e-mail, fax, or US Postal service; handles general information questions; directs other questions to appropriate staff.
- Requests specialized media interlibrary loans for books located at other libraries as needed.
- Prepares and/or supplies bibliographies, catalogs, brochures, and handouts to patrons as needed or requested.
- Contacts "Account Due for Service" patrons to resolve service problems.
- Identifies and seeks retrieval of overdue books on patron accounts.

- Monitors book availability (missing book titles or insufficient copy quantities) and requests more copies as needed.
- Maintains statistics as required.
- Stays up-to-date and current on popular book titles, authors, and other reader services using the national listserv, NLS bulletins, and other sources and publications.
- Participates in national listserv for reader advisory information.
- Provides coverage at the Reading Room Reference Desk.
- Provides information and referral services using internet access and other resources.
- Assists patrons with computers, printers, embossers, scanners, closed circuit TV, and other adaptive technologies if needed.
- Answers ready reference questions using the BTBL collection, relevant reference sources, print and electronic tools, and refers more difficult reference questions to the Supervisor or Reference Librarians.
- Provides general and directional information to library patrons .
- Assists patrons with browsing the collection if needed.
- Provides other public services as needed.
- Serves as occasional backup for the reception desk.
- Makes phone calls to new patrons to verify information and inform them of BTBL services.
- Performs other clerical tasks as needed.

DESIRABLE QUALIFICATIONS:

- Ability to work both independently and in a team environment.
- Ability to communicate thoughts clearly, orally, and in writing.
- Ability to work with BTBL patrons, people with disabilities, especially those with visual impairment and/or other disabilities, State Library patrons, other support staff, supervisors, and volunteers either on the telephone, via e-mail, or in person.
- Ability to complete tasks within agreed upon standards of accuracy and timeliness.
- Ability to effectively communicate technical issues concerning computers, library databases, and digital equipment to patrons and others who have little or no technical knowledge.
- Ability to answer and return phone calls promptly.
- Ability to maintain good relations with the public and library staff.
- Ability to evaluate situations accurately and take effective action.
- Ability to correctly and independently interpret and apply customer service regulations, guidelines, policies, and procedures for NLS and BTBL.
- Ability to prioritize workflow issues and communicate clearly with section heads, program managers, and staff.
- Ability to identify and resolve minor PC problems.
- Ability to operate a keyboard, mouse, barcode wand, and other computer peripherals.
- Ability to occasionally handle heavy equipment (up to 25 pounds) and library materials.
- Willingness to learn new things and embrace change.
- Must be comfortable viewing a PC monitor for extended periods of time.
- Shares multi-employee workspace.
- Exhibit a positive and friendly service approach when dealing with staff and contacts.

KNOWLEDGE AND EXPERIENCE:

- Knowledge of basic library services and cataloging practices as they apply to BTBL's collection and automation system, or the ability to learn.
- Knowledge of BTBL operations as they apply to customer service, and of reader advisory functions, or ability to learn.
- Knowledge of computers and industry standard office software programs, including Microsoft Excel, Word, Access, and Outlook Email. Database experience a plus.

APPLICATION PROCESS:

Individuals who are eligible for a list appointment, transfer or reinstatement to this class should send an application to the California State Library, Human Resources Services, P.O. Box 942837, Sacramento, CA 94237-0001. Applications may also be delivered in person to the HRSO reception desk, Library & Courts Building II, 900 N Street, Suite 400. **All applicants must clearly indicate the basis for their eligibility in "Examination(s) or Job Title(s) for which you are applying" on the standard application form (STD 678). Applications will be accepted until filled. ALL APPOINTMENTS ARE SUBJECT TO STATE RESTRICTIONS OF APPOINTMENTS (SROA) PROVISIONS. SURPLUS EMPLOYEES ARE ENCOURAGED TO APPLY.** Applications will be screened and only the most qualified candidates will be interviewed. Any pending offer of employment that is not an intradepartmental lateral transfer or promotion will be subject to receiving hiring freeze exemption approval.

EQUAL OPPORTUNITY EMPLOYER